



# Goddard Procedures and Guidelines

**DIRECTIVE NO.** GPG 1310.1  
**EFFECTIVE DATE:** \_\_\_\_\_  
**EXPIRATION DATE:** \_\_\_\_\_

**APPROVED BY Signature:** \_\_\_\_\_  
**NAME:** A. V. Diaz  
**TITLE:** Director

---

---

**Responsible Office: 700/Systems Technology and Advanced Concepts**

**Title: CUSTOMER AGREEMENTS**

---

---

## Preface

### P1. PURPOSE

This procedure defines the process used by GSFC to consider, define, enter into, and revise agreements with its customers.

### P2. APPLICABILITY

This procedure is applicable to all customer agreements for both new and continuing products and services covered by the GSFC Quality Management System.

Note: This procedure does not address the process of intra-center agreements needed to support commitments made to GSFC customers. Intra-center understandings are developed using Directorate level procedures.

### P3. AUTHORITY

GPD 1270.3, GSFC Quality Management System (QMS)

### P4. REFERENCES

- a. NPG 1050.1, Space Act Agreements
- b. NPG 7100.5, Program and Project Logistics Policy
- c. NPG 7120.5, NASA Program and Project Management Processes and Requirements
- d. NASA Strategic Management Handbook
- e. GSFC Strategic Implementation Plan

## P5. CANCELLATION

- a. GMI 1362.1, Agreements Under the National Aeronautics and Space Act of 1958 with Non-Federal entities
- b. GMI 9080.4, Reimbursement for Services or Products Provided by the GSFC

## Procedure

### 1. DEFINITIONS

- a. Customer - Any organization or person who will receive a product or service from GSFC. The unique nature and structure of NASA and its field centers can result in an individual administratively reporting to the center to also be the customer of that center. In this sense, a GSFC employees acting as the representative of a NASA enterprise may be a customer of GSFC.
- b. Sponsor - The GSFC employee who advocates and supports the customer in the development of an agreement and its implementation with GSFC.
- c. STAAC -Systems Technology And Advanced Concepts (Directorate)

### 2. IMPLEMENTATION

2.1. NASA HQ is the major customer of GSFC. Through the annual budget process, a commitment between GSFC and NASA HQ is developed for approved and on-going work. This activity is known as the Program Operating Plan (POP) process and results in a Customer Agreement with NASA HQ.

Other customer agreements are developed through a new opportunities process. This process results in agreements GSFC is willing to make with it's customers for new work pending approval within the center and, if necessary, upon competitive selection.

2.1.1 In response to the Enterprise Program Operating Plan (POP) guidance, the Center prepares integrated resource requirements, which are submitted to the Institutional Program Officers for integration into the Agency annual submittal of its 5-year budget. Coordination with the Strategic Enterprises and the Functional/Staff offices results in a negotiated agreement, which is then reflected in the program, project, and implementation planning. The Chief Financial Officer (CFO) is the center's focal point for this process. (Note: This is an administrative process and is not part of the QMS. However, it provides critical information records for the functioning of this procedure)

2.1.2 Other customers must have a sponsor to secure and maintain advocacy at the directorate level. If a customer does not have a sponsor, the STAAC directorate will provide assistance in the identification of possible pro active partners. Any directorate can advocate a customer agreement.

2.2. The directorate advocating the customer agreement shall develop a basic understanding of the customer's proposal. This activity is supported through the use of resources specifically identified by the center and apportioned to the directorates.. The process used to scope and evaluate a customer proposal is the responsibility of the directorate advocating the customer agreement. The output of this process defines the potential new business activity, the associated cost and work force estimates, facility

requirements, an implementation schedule, and the relationship to NASA's Strategic Plan and Goddard's Strategic Implementation Plan.

The directorate advocating the customer agreement shall determine whether the proposal is complete and sufficiently mature. The directorate will decide whether to approve it, to recommend revision before further consideration, or to remove it from further consideration. An approved proposal and the rationale for its disposition shall be recorded.

2.3 If the full cost of the proposal is less than \$5M, the directorate advocating the customer agreement is responsible for development, approval, execution and revisions, of the customer agreement. If the full cost of the proposal exceeds \$5M, the advocating directorate prioritizes it along with other proposals developed by that directorate.

2.4. The directorate priority lists are integrated into a comprehensive view of new opportunities for the Center. The Chief Financial Officer (CFO) will provide the status of resources committed to on-going activities as well as those available for new agreements. This information is assembled by the STAAC Directorate and provided to the Executive Council for consideration. The Executive Council approves opportunities for the development of formal agreements between customers and Goddard. Those not approved by the Executive Council may be recommend for proposal revision before further consideration or removed from further consideration.

2.5 The STAAC Directorate is responsible for coordinating the formulation of center level customer agreements. An individual is identified to support the sponsor and customer in the development of each detailed agreement and guide it through the approval process. The agreement will conform to all NASA Policy Directives and Guidelines and will identify all center commitments for personnel, organization support, facilities, and planning. The agreement will also contain the explicit criteria and limits for revisions during implementation.

The agreement will be approved by the CFO, other Goddard officials as required, the Center Director, and the customer. The final agreement will be recorded and submitted for competitive selection and/or implementation.

2.6 During implementation, formal revisions to the customer agreement may become necessary. If a revision exceeds criteria as established in the original agreement, the executive council will disposition the proposed revision. All revisions will require concurrence by the CFO, the Center Director, and the customer. All revisions to, and terminations of, customer agreements will be recorded.

### 3. RECORDS

- a. Directorate and Integrated Lists of Opportunities
- b. Agreement Dispositions
- c. POP's and SOW's

## Customer Agreements Flowchart 1 of 3

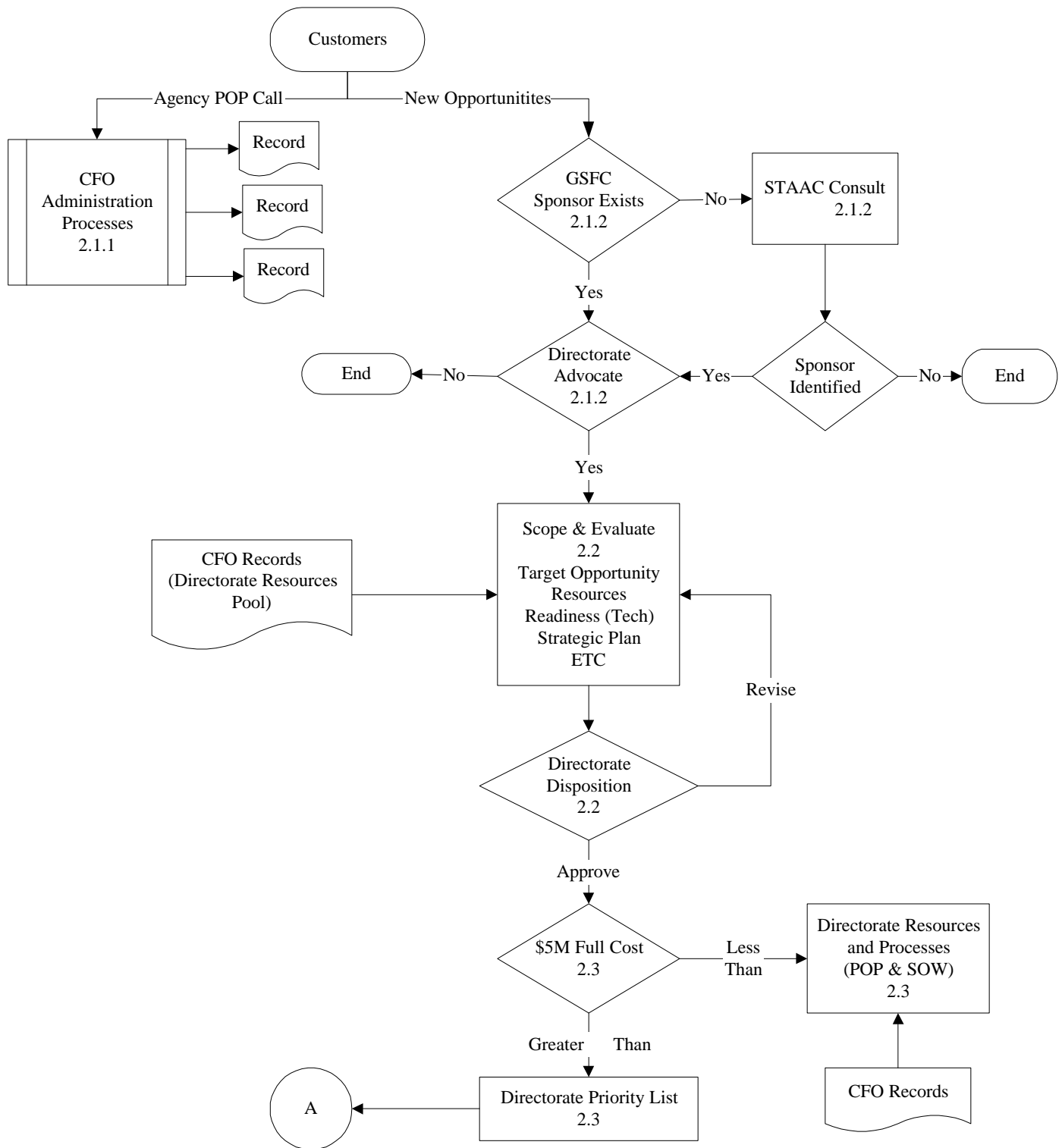


Figure 1

## Customer Agreements Flowchart 2 of 3

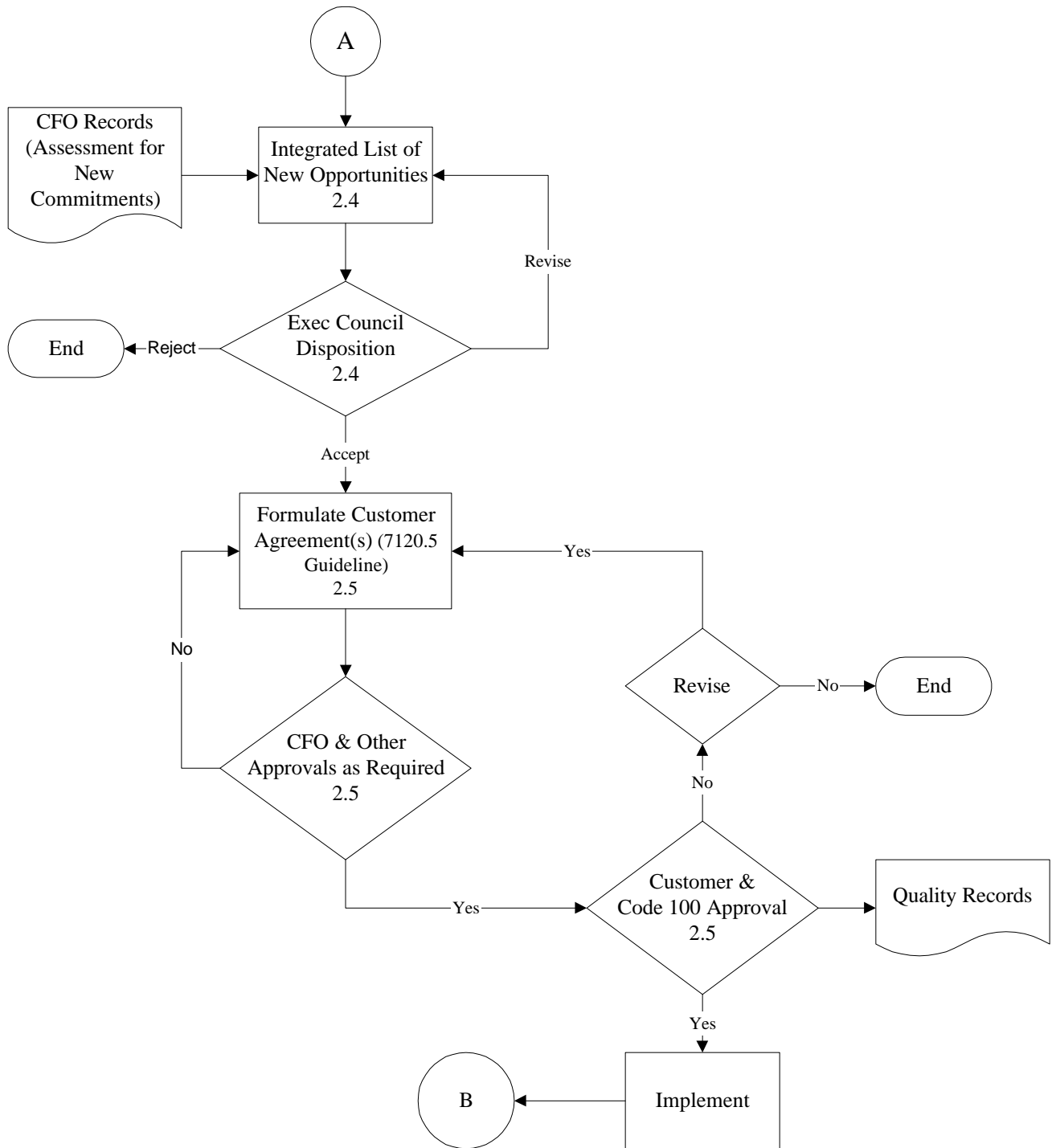


Figure 2

### Customer Agreements Flowchart 3 of 3

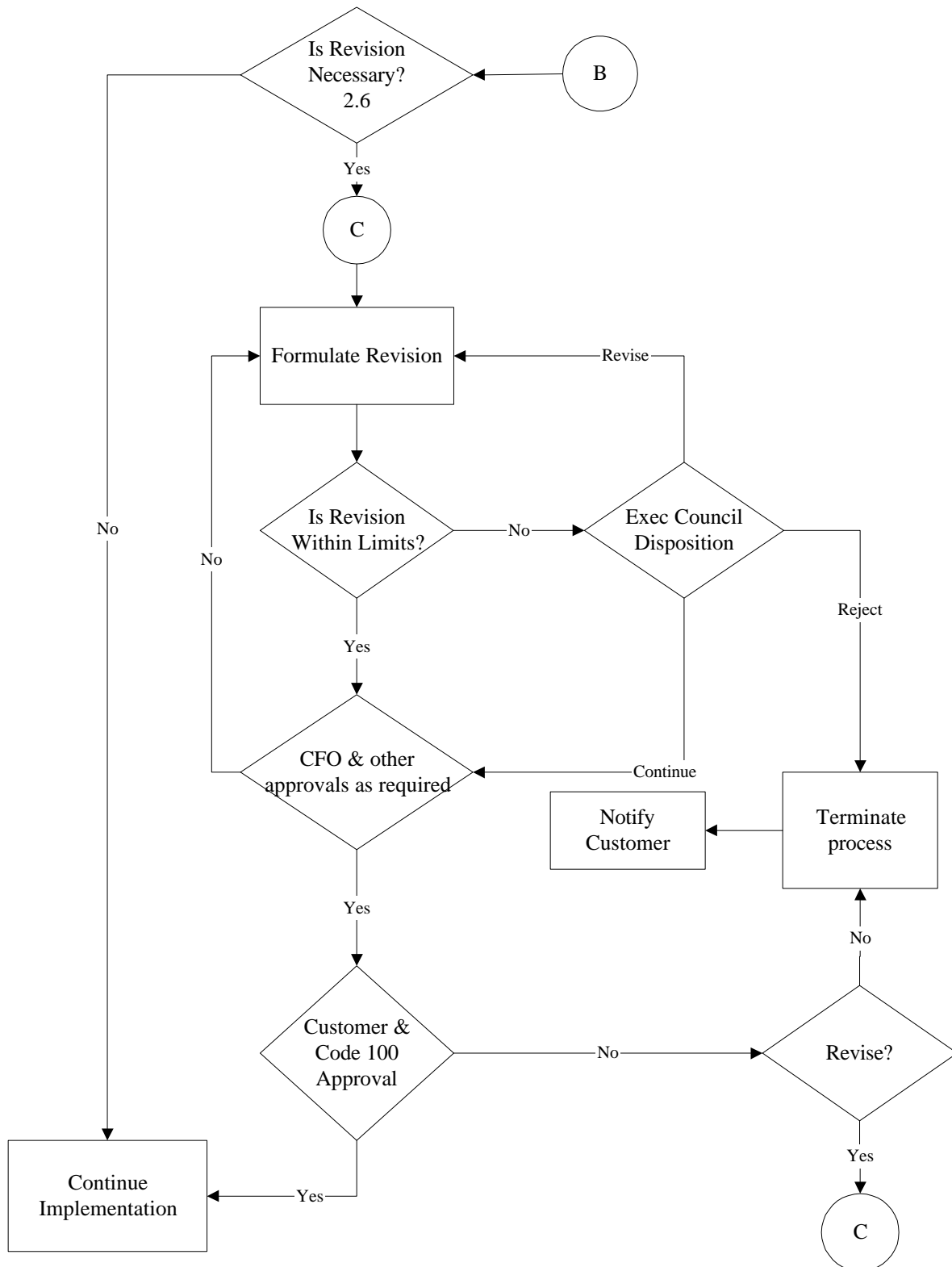


Figure 3